

# Overview

## ASSESSMENT

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**This chapter documents the results of our assessment of Annapolis's IT service delivery, software applications, and technical infrastructure. It presents:**

- ◆ Strategic IT Issues
- ◆ Strengths
- ◆ Software Application Review
- ◆ Technical Infrastructure Review
- ◆ IT Service Delivery Review

**As part of the assessment, PTI:**

- Interviewed over 20 management stakeholders
- Interviewed over 35 application users
- Analyzed IT spending, organization, and service delivery
- Reviewed the current technical configuration
- Defined strategic technology issues based on our assessment

**NOTE: This assessment represents a point in time — it reflects a “snapshot” of the state of IT during the period in which the analysis occurred**